ND-2019-1 Q
284073

From:

Boyd, Jocelyn

Sent:

Wednesday, April 10, 2019 7:46 AM Easterling, Deborah; Duke, Daphne

To: Subject:

FW: [External] Incident Report - Spartanburg

Attachments:

SC_ORS_2019-03-21_Spartanburg.pdf

From: Berry, Farris L <Farris.Berry@duke-energy.com>

Sent: Wednesday, April 10, 2019 7:45 AM

To: Eustace, Johnny <jeustace@ors.sc.gov>; Boyd, Jocelyn <Jocelyn.Boyd@psc.sc.gov>

Cc: Gaglio, Victor M <Victor.Gaglio@duke-energy.com>; Woody, Brian C <Brian.Woody@duke-energy.com>; Petchul,

Martin P < Martin.Petchul@duke-energy.com >; Henderson, Milton J < Milton.Henderson@duke-energy.com >

Subject: [External] Incident Report - Spartanburg

Mr. Eustace and Ms. Boyd,

Please find attached a copy of the incident report for an event that occurred in Spartanburg, SC on March 21, 2019.

Thank you.

Farris Berry | Manager – Pipeline Safety | Piedmont Natural Gas 4720 Piedmont Row Drive | Charlotte, NC 28210 | ☎ Office: 704.731.4618 | ⋈ Farris.Berry@Duke-Energy.com



NO-2019-1.6

NOTICE: This report is required by 49 CFR Part 191. Failure to report can re- \$100,000 for each violation for each day that such violation persists except that exceed \$1,000,000 as provided in 49 USC 60122.					OMB NO: 2137-0522 EXPIRATION DATE: 08/31/2020	
U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration	INCIDENT REPORT - GAS DISTRIBUTION SYSTEM			Report Date	4/10/2019 Use Only)	
A federal agency may not conduct of comply with a collection of informatic current valid OMB Control Number. Information is estimated to be approximated to be approximated and reviewing the collection that burden estimate or any other as Clearance Officer, PHMSA, Office of INSTRUCTIONS Important: Please read the information requested and proone from the PHMSA Pipeline.	on subject to the re The OMB Contro kimately 10 hours tion of information. pect of this collect Pipeline Safety (F e separate insovide specific	equirements of Number for per response. All response tion of information of information 1200 estructions for examples.	If the Paperwork Red this information colle , including the time fi es to this collection of ation, including sugge New Jersey Avenue or completing the If you do not ha	uction Act unliction is 2137-(or reviewing in if information a estions for reda, SE, Washing is form be- ave a copy	ess that collection of 0522. Public reporting structions, gathering are mandatory. Sen ucing this burden to ton, D.C. 20590. fore you begin. of the instruction	f information displays a ing for this collection of g the data needed, and d comments regarding information Collection They clarify the ins, you can obtain
PART A - KEY REPORT INFORMA	TION Re	eport Type: (s	select all that apply)	☐ Original	Supplemental	
Last Revision Date						
Operator's OPS-issued Operator Name of Operator: Address of Operator:	Identification Num	, ,	15518 edmont Natural Gas			
3.b Charlotte 3.c State: NC (City) 3.d Zip Code: 28210						
4. Local time (24-hr clock) and date 09:10 3 Month	of the Incident: 21 /	2019 Year	6. National Res	ponse Center	Report Number :	
5. Location of Incident: 5.a			4-hr clock) and sponse Center	d date of initial teleple: Month Day	honic report to the	
(City) anburg		-			
5.d State: SC 5.e Zip Code: 29307 5.f Latitude: 34.955396						
5.f Latitude: 34.955396 Longitude: - 81.892238	<u> </u>					

8. Incident resulted from: X	
9. Gas released : (select only one, based on predominant volume re Natural Gas	leased)
10. Estimated volume of gas released:	Thousand Cubic Feet (MCF)
11. Were there fatalitles? Yes No If Yes, specify the number in each category: 11.a Operator employees 11.b Contractor employees working for the Operator 11.c Non-Operator emergency responders 11.d Workers working on the right-of-way, but NOT associated with this Operator 11.e General public 11.f Total fatalities (sum of above) 0	12. Were there injuries requiring inpatient hospitalization? Yes No If Yes, specify the number in each category: 12.a Operator employees 12.b Contractor employees working for the Operator 12.c Non-Operator emergency responders 12.d Workers working on the right-of-way, but NOT associated with this Operator 12.e General public 12.f Total injuries (sum of above)
13. Was the pipeline/facility shut down due to the incident? ☐ Yes ☑ No ➡ Explain: ☐ If Yes, complete Questions 13.a and 13.b: (use local time, 24-h clock) 13.a Local time and date of shutdown ☐ Hour ☐ Hour ☐ Hour	
14. Did the gas ignite? Yes No	
15. Did the gas explode? ☐ Yes ☒ No	
16. Number of general public evacuated:	
17. Time sequence (use local time, 24-hour clock):	
17.a Local time operator identified failure	19:24 3 / 21 / 19 Ir Month Day Year
	09:37 3 / 21 / 19

PART B - ADDITIONAL LOCATION INFORMATION
1. Was the Incident on Federal land? Yes No
2. Location of Incident: (select only one)
Operator-controlled property
X Public property
Private property
Utility Right-of-Way / Easement
3. Area of Incident: (select only one)
Underground Specify: Under soil Under a building Under pavement Exposed due to excavation In underground enclosed space (e.g., vault) Other Depth-of-Cover (in):
Aboveground Specify: Typical aboveground facility piping or appurtenance (e.g. valve or regulator station, outdoor meter set) Overhead crossing In or spanning an open ditch Inside a building In other enclosed space
Transition Area Specify: Soil/air interface Wall sleeve Pipe support or other close contact area Other
4. Did Incident occur in a crossing? Yes No If Yes, specify type below:
☐ Bridge crossing ➡ Specify: ☐ Cased ☐ Uncased ☐
☐ Railroad crossing ➡ (Select all that apply) ☐ Cased ☐ Uncased ☐ Bored/drilled
Road crossing
Water crossing ⇔ (Select all that apply)
Name of body of water (If commonly known):
Approx. water depth (ft):

PART C - ADDITIONAL FACILITY INFORMATION
1. Indicate the type of pipeline system: ☐ privately owned ☐ municipally owned ☒ investor owned ☐ cooperative ☐ Other ⇒ Specify:
2. Part of system involved in Incident: (select only one) X Main Service Service Riser Outside Meter/Regulator set Inside Meter/Regulator set Farm Tap Meter/Regulator set District Regulator/Metering Station Other Othe
2.a. Year "Part of system involved in Incident" was installed:
3. When "Main" or "Service" is selected as the "Part of system involved in Incident" (from PART C, Question 2), provide the following: *3.a Nominal diameter of pipe (in): 2.00 2.00
*3.b Pipe specification (e.g., API 5L, ASTM D2513): Unknown
3.c Pipe manufacturer: or 🗵 Unknown
3.d Year of manufacture: or 🗵 Unknown
4. Material involved in Incident: ☐ Steel ☐ CastWrought Iron ☐ Ductile Iron ☐ Copper ☒ Plastic ☐ Reconditioned Cast Iron ☐ Unknown ☐ Other ➡ Specify:
4.a. If Steel ⇒ Specify seam type: or ☐ None or ☐ Unknown
4.b. If Steel ⇒ Specify wall thickness (inches):/ orUnknown
4.c. If Plastic ⇒ Specify type: Polyvinyl Chloride (PVC) Polyethylene (PE) Cross-linked Polyethylene (PEX) Polybutylene (PB) Polypropylene (PP) Acrylonitrile Butadiene Styrene (ABS) Polyamide (PA) Cellulose Acetate Butyrate (CAB) Other Unknown
4.d. If Plastic ⇒ Specify Standard Dimension Ratio (SDR): or wall thickness: or ⊠Unknown
4.e. If Polyethylene (PE) is selected as the type of plastic in PART C, Question 4.c ⇒ Specify PE Pipe Material Designation Code (i.e., 2406, 3408, etc.) PE or ☑ Unknown
5. Type of release involved: (select only one)
Mechanical Puncture Approx. size: in. (axial) by in. (circumferential)
Leak ⇒ Select Type: LPinhole LCrack LConnection Failure Seal or Packing LOther Rupture ⇒ Select Orientation: Circumferential Longitudinal Dother
Approx. size: in. (widest opening) by in. (length circumferentially or axially)
Other

PART D - ADDITIONAL CONSEQUENCE INFORMATION			
1. Class Location of Incident: (select only one) Class 1 Location Class 2 Location Class 3 Location Class 4 Location			
2. Estimated Property Damage :		•	
2.a Estimated cost of public and non-Operator private property damage	\$		
2.b Estimated cost of Operator's property damage & repairs	\$	1,178	
2.c Estimated cost of Operator's emergency response			
2.d Estimated other costs			
Describe:			
2.e Total estimated property damage (sum of above)		1,178	
Cost of Gas Released			
2.f Estimated cost of gas released	\$	504	
Estimated number of customers out of service:			•
3.a Commercial entities			i
3.b Industrial entities			
3.c Residences66			

PART E – ADDITIONAL OPERATING INFORMATION				
1. Estimated pressure at the point and time of the Incident	(psig):60			
2. Normal operating pressure at the point and time of the Incident (psig):60				
3. Maximum Allowable Operating Pressure (MAOP) at the point and time of the Incident (psig):				
4. Describe the pressure on the system relating to the Incid X Pressure did not exceed MAOP Pressure exceeded MAOP, but did not exceed Pressure exceeded 110% of MAOP	, ,			
5. Was a Supervisory Control and Data Acquisition (SCAD	A)-based system in place on the pipeline or facility involved in the Incident?			
Yes ⇒ 5.a Was it operating at the time of the	Incident?			
5.b Was it fully functional at the time o				
5.c Did SCADA-based information (su detection of the Incident?	ich as alarm(s), alert(s), event(s), and/or volume or pack calculations) assist with the Yes No			
5.d Did SCADA-based information (su confirmation of the Incident?	ch as alarm(s), alert(s), event(s), and/or volume calculations) assist with the			
6. How was the Incident initially identified for the Operator?	? (select only one)			
SCADA-based information (such as alarm(s), alert(Static Shut-in Test or Other Pressure or Leak Test				
Controller	Local Operating Personnel, including contractors			
Air Patrol	Ground Patrol by Operator or its contractor			
Notification from Public X Notification from Third Party that caused the Inciden	Notification from Emergency Responder Other			
6.a If "Controller", "Local Operating Personnel, includir in Question 6, specify the following: (select only one)	ng contractors", "Air Patrol", or "Ground Patrol by Operator or its contractor" is selected			
	ctor working for the Operator			
	ntroller(s) or control room issues were the cause of or a contributing factor to the			
	and/or controller actions has not yet been completed by the operator (Supplemental			
Report required) No, the facility was not monitored by a controll	lar(s) at the time of the Incident			
	ion of the controller(s) actions or control room issues was necessary due to:			
,	-			
Yes, Specify investigation result(s): (select all	that apply			
	rotations, continuous hours of service (while working for the Operator) and other			
—	hedule rotations, continuous hours of service (while working for the Operator) and other			
indicate decodated with tabget (provide and	ospanado nor uny nov			
I a seek a standard to a seek a s				
Investigation identified no control room Investigation identified no controller is:				
Investigation identified incorrect control				
	y have affected the controller(s) involved or impacted the involved controller(s)			
response Investigation identified incorrect proce	dures			
Investigation identified incorrect control	ol room equipment operation			
	ctivities that affected control room operations, procedures, and/or controller response			
Investigation identified areas other that	In those above ⇒ Describe:			

PART F - DRUG & ALCOHOL TESTING INFORMATION	
As a result of this Incident, were any Operator employees tested under & Alcohol Testing regulations?	er the post-accident drug and alcohol testing requirements of DOT's Drug
No	
Yes 🖒 1.a Specify how many were tested:	
1.b Specify how many failed:	
As a result of this Incident, were any Operator contractor employees of DOT's Drug & Alcohol Testing regulations? No	tested under the post-accident drug and alcohol testing requirements of
Yes 🖒 2.a Specify how many were tested:	
2.b Specify how many failed:	

PART G - APPÄRENT CAUSE	Select only one box from PART G in the shaded column on the left representing the APPARENT Cause of the Incident, and answer the questions on the right. Describe secondary, contributing, or root causes of the Incident in the narrative (PART H).			
G1 - Corrosion Failure - *only one sub-cause can be picked from shaded left-hand column				
External Corrosion	1. Results of visual examination: Localized Pitting General Corrosion Other			
Internal Corrosion	7. Results of visual examination: Localized Pitting General Corrosion Not cut open Other 8. Cause of corrosion: (select all that apply) Corrosive Commodity Water drop-out/Acid Microbiological Erosion Other 9. The cause(s) of corrosion selected in Question 8 is based on the following; (select all that apply) Field examination Determined by metallurgical analysis Other 10. Location of corrosion: (select all that apply) Low point in pipe Elbow Drop-out Other 11. Was the gas/fluid treated with corrosion inhibitors or biocides? Yes No 12. Were any liquids found in the distribution system where the Incident occurred?			

Complete the following if any Corrosion Fallure sub-cause is selected AND the "Part of system involved in incident" (from PART C, Question 2) is Main, Service, or Service Riser.		
13. Date of the most recent Leak Survey conducted:/		
14. Has one or more pressure test been conducted since original construction at the point of the Incident? ☐ Yes ☐ Most recent year tested: Test pressure (psig): No		
G2 - Natural Force Damage - *only one sub-cause can be picked from shaded left-handed column		
Earth Movement, NOT due to Heavy Rains/Floods	1. Specify: Earthquake Subsidence Landslide Other	
Heavy Rains/Floods	2. Specify: Washouts/Scouring Flotation Mudslide Other	
Lightning	3. Specify: Direct hit Secondary impact such as resulting nearby fires	
Temperature	4. Specify: Thermal Stress Frost Heave Frozen Components Other	
Hiğh Winds		
Other Natural Force Damage	5. Describe:	
Complete the following if any Natural Force Damage sub-cause is selected.		
6. Were the natural forces causing the Incident generated in conjunction with an extreme weather event? Yes No 6.a. If Yes, specify: (select all that apply) Hurricane Tropical Storm Tornado Other		

Excavation Damage by Operator (First Barty)	
Excavation Damage by Operator's Contractor (Second Party)	
Excavation Damage by Third Party	
Previous Damage due to Excavation Activity	Complete the following ONLY IF the "Part of system involved in incident" (from PART C, Question 2) is Main, Service, or Service Riser. 1. Date of the most recent Leak Survey conducted:// /
eplete the following if Excavation Damage by Thi bid the operator get prior notification of the excavation 3.a If Yes, Notification received from: (select all the	on activity? X Yes No
plete the following mandatory CGA-DIRT Progra	m questions if any Excavation Damage sub-cause is selected.
o you want PHMSA to upload the following informa	
tight-of-Way where event occurred: (select all that □ Public ⇒ Specify: □ City Street □ State □ Private ⇒ Specify: □ Private Landowner	Highway County Road CInterstate Highway COther
Pipeline Property/Easement Power/Transmission Line Railroad Dedicated Public Utility Easement Federal Land Data not collected Unknown/Other	
Power/Transmission Line Railroad Dedicated Public Utility Easement Federal Land Data not collected	per Farmer Municipality Occupant Unknown/Other
Power/Transmission Line Railroad Dedicated Public Utility Easement Federal Land Data not collected Unknown/Other ype of excavator: (select only one) Contractor Develop	
Power/Transmission Line Railroad Dedicated Public Utility Easement Federal Land Data not collected Unknown/Other ype of excavator: (select only one) Contractor Railroad State Utility ype of excavation equipment: (select only one) Auger Explosives Farm Equipment	Data not collected Unknown/Other Boring Drilling Directional Drilling Grader/Scraper Hand Tools Milling Equipment

9. Was the One-Call Center notified? XYes No			· · · - · · · - · · · · · · · · · ·	
9.a If Yes, specify ticket number: 190227812				
9.b If this is a State where more than a single One-Call	Center exis	ts, list the n	ame of the One-Call Cent	er notified:
				
10. Type of Locator: Utility Owner 🔀 Cor	ntractor Loc	cator	Data not collected	Unknown/Other
11. Were facility locate marks visible in the area of excavation?	⊠No	∐Yes	Data not collected	Unknown/Other
12. Were facilities marked correctly?	⊠ No	☐Yes	Data not collected	Unknown/Other
13. Did the damage cause an interruption in service?	☐ No	X Yes	Data not collected	Unknown/Other
13.a If Yes, specify duration of the interruption:	3.00 h	ours		
14. Description of the CGA-DIRT Root Cause (select only the one a choice, the one predominant second level CGA-DIRT Root Caus	e predomina se as well):	nt first level	CGA-DIRT Root Cause a	nd then, where available as
One-Call Notification Practices Not Sufficient: (sele	ct only one)			
No notification made to the One-Call Center				
☐ Notification to One-Call Center made, but i☐ Wrong information provided	not sufficient	t		
Locating Practices Not Sufficient: (select only one)				
Facility could not be found/located				
Eacility marking or location not sufficient				
Facility was not located or marked Incorrect facility records/maps				
Excavation Practices Not Sufficient: (select only one)				
Excavation practices not sufficient (other)				
Failure to maintain clearance Failure to maintain the marks				
Failure to support exposed facilities				
Failure to use hand tools where required Failure to verify location by test-hole (pot-h	olina\			
Improper backfilling	Oling)			
One-Call Notification Center Error				
Abandoned Facility				
Deteriorated Facility				
Previous Damage				
Data Not Collected				
Other / None of the Above (explain)				

G4 – Other Outside Force Dam	age -*only one sub-cause can be selected from the shaded left-hand column
Nearby Industrial, Man-made, or Other Fire/Explosion as Primary Cause of Incident	
Damage by Car, Truck, or Other Motorized Vehicle/Equipment NOT Engaged in Excavation	Vehicle/Equipment operated by: (select only one) Operator Operator's Contractor Third Party Third Party
Damage by Boats, Barges, Drilling Rigs, or Other Maritime Equipment or Vessels Set Adrift or Which Have Otherwise Lost Their Mooring	2. Select one or more of the following IF an extreme weather event was a factor: Hurricane Tropical Storm Tornado Heavy Rains/Flood Other
Routine or Normal Fishing or Other Maritime Activity NOT Engaged in Excavation	
Electrical Arcing from Other Equipment or Facility	
Previous Mechanical Damage NGT Related to Excavation	Complete the following ONLY IF the "Part of system involved in Incident" (from PART C, Question 2) is Main, Service, or Service Riser. 3. Date of the most recent Leak Survey conducted: / / / Year 4. Has one or more pressure test been conducted since original construction at the point of the Incident? Yes \(\Delta \) Most recent year tested:
☐ Intentional Damage	5. Specify: Vandalism Theft of transported commodity Other
Other Oùtside Force Damage	6. Describe:

G5 - Pipe, Weld, or Joint Failure - *only one sub-cause can be selected from the shaded left-hand column					
☐ Body of Pipe	1. Specify: Dent Gouge Bend Arc Burn Crack Other				
Butt Weld	2. Specify: Pipe Fabrication Other				
Fillet Weld	3. Specify: Branch Hot Tap Fitting Repair Sleeve				
Pipe Seam	4. Specify: LF ERW HF ERW Flash Weld DSAW SAW Spiral Other				
Threaded Metallic Pipe					
☐ Mechanical Fitting	5. Specify the mechanical fitting involved: Stab type fitting				

Çompression Fitting	13. Fitting type: 14. Manufacturer: 15. Year manufactured: 16. Year installed: 17. Other attributes 18. Specify the two materials being joined: 18.a First material being joined: Steel Cast/Wrought Iron Ductile Iron Copper Plastic
	Unknown Other ⇒ Specify: 18.b If Plastic ⇒ Specify: ☐ Polyvinyl Chloride (PVC) ☐ Polyethylene (PE) ☐ Cross-linked Polyethylene (PEX) ☐ Polybutylene (PB) ☐ Polypropylene (PP) ☐ Acrylonitrile Butadiene Styrene (ABS) ☐ Polyamide (PA) ☐ Cellulose Acetate Butyrate (CAB) ☐ Other ⇒ Specify:
	18.c Second material being joined: Steel
Fusion Joint	19. Specify: Butt, Heat Fusion Butt, Electrofusion Saddle, Heat Fusion Saddle, Electrofusion Socket, Heat Fusion Socket, Electrofusion Other 20. Year installed: 21. Other attributes: 22. Specify the two materials being joined: 22.a First material being joined: Polyvinyl Chloride (PVC) Polyethylene (PE) Cross-linked Polyethylene (PEX) Polybutylene (PB) Polypropylene (PP) Acrylonitrile Butadiene Styrene (ABS) Polyamide (PA) Cellulose Acetate Butyrate (CAB) Other ⇒ Specify: 22.b Second material being joined: Polyvinyl Chloride (PVC) Polyethylene (PE) Cross-linked Polyethylene (PEX) Polybutylene (PB) Polypropylene (PP) Acrylonitrile Butadiene Styrene (ABS) Polypropylene (PP) Acrylonitrile Butadiene Styrene (ABS) Polypropylene (PP) Cellulose Acetate Butyrate (CAB)
Other Pipe, Weld, or Joint Failure	Other Specify:

Complete the following if any Pipe, Weld, o	Complete the following if any Pipe, Weld, or Joint Failure sub-cause is selected.					
24. Additional Factors: (select all that apply) Lamination Buckle Other	Dent Gouge Pipe Bend Arc Burn Crack Lack of Fusion Wrinkle Misalignment Burnt Steel					
25. Was the Incident a result of: Construction defect, specify: Poor workmanship Procedure not followed Poor construction/installation procedures Material defect, specify: Construction defect, specify: Construction defect, specify: Construction defect Constru						
G6 - Equipment Failure-*only one sub-cause can be selected from the shaded left-hand column						
Malfunction of Control/Rellef Equipment	1. Specify: (select all that apply) Control Valve Instrumentation SCADA Communications Block Valve Check Valve Relief Valve Power Failure Stopple/Control Fitting Pressure Regulator Other					
ि Threaded Connection Failure	Specify: Pipe Nipple Valve Threads Threaded Pipe Collar Threaded Fitting Other					
Non-threaded Connection Failure	3. Specify: O-Ring Gasket Other Seal or Packing Other					
	4. Specify: Manufacturing defect Other 4.a Valve type: 4.b Manufactured by: 4.c Year manufactured:					
─_^Other Equipment Failure	5. Describe:					

<u> </u>						
G7 - Incorrect Operation - *only o	ne sub-cause	can be s	selected from the shaded left-hand column			
Damage by Operator or Operator's Contractor NOT Related to Excavation and NOT due to Motorized Vehicle/Equipment Damage						
Valve Left or Placed in Wrong Position, but NOT Resulting in an Overpressure						
Pipeline or Equipment Overpressured						
Equipment Not installed Properly						
Wrong Equipment Specified or Installed						
Other Incorrect Operation	1. Describe:					
Complete the following if any Incorrect Operation sub-cause is selected. 2. Was this Incident related to: (select all that apply) Inadequate procedure No procedure established Failure to follow procedure Other:* 3. What category type was the activity that caused the Incident: Construction Commissioning Decommissioning Right-of-Way activities Routine maintenance Other maintenance Other maintenance Norn-routine operating conditions Non-routine operating conditions (abnormal operations or emergencies) 4. Was the task(s) that led to the Incident identified as a covered task in your Operator Qualification Program? Yes No 4.a If Yes, were the individuals performing the task(s) qualified for the task(s)? Yes, they were qualified for the task(s) under the direction and observation of a qualified individual No, but they were performing the task(s) nor were they performing the task(s) under the direction and observation of a qualified individual						
G8 - Other Incident Cause - *only one sub-cause can be selected from the shaded left-hand column						
Miscellaneous	1. Describe:					
Unknown	2. Specify:		Investigation complete, cause of Incident unknown Still under investigation, cause of Incident to be determined*			

PART H - NARRATIVE DESCRIPTION OF THE INCIDENT	(Attach additional sheets as nece	ssary)
Utility company cut 2" main with Backhoe. Locating of site.		
S.I.O.		
		`
	•	
PART I - PREPARER AND AUTHORIZED SIGNATURE		
Christopher Ransome		(704)-731-4680
Preparer's Name (type or print)		Preparer's Telephone Number
Pipeline Safety and Compliance Analyst		
Preparer's Title (type or print)		
christopher.ransome@duke-energy.com Preparer's E-mail Address		Preparer's Facsimile Number
		·
Farris Berry	4/10/2019	(704)-731-4618
Authorized Signer	Date	Authorized Signer Telephone Number
Manager- Pipeline Safety		Farris.Berry@duke-energy.com
Authorized Signer's Title	· · · · · · · · · · · · · · · · · · ·	Authorized Signer's E-mail Address